
Indiana's Workforce Investment Act Annual Report

Revised

July 2000 – June 2001

A report by the Indiana Department
of Workforce Development

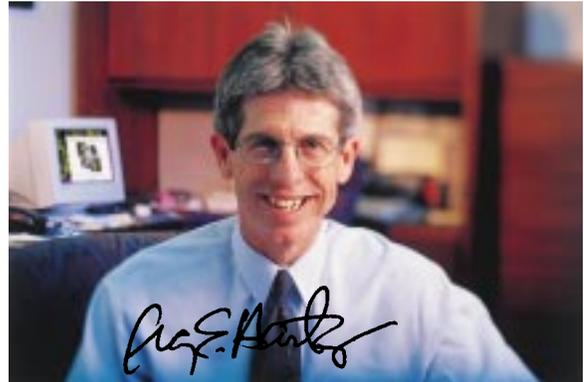
DEPARTMENT
OF WORKFORCE
DEVELOPMENT



A Letter from Commissioner Hartzler

Working together to help Hoosiers get better jobs

The purpose of any annual report is to highlight the accomplishments of the past year. However, more importantly for the citizens of Indiana, it is about how these accomplishments are going to make a difference to Hoosiers in the years to come. Within these pages you will learn how the Indiana Department of Workforce Development (DWD) is working to implement Indiana Governor Frank O'Bannon's economic and workforce goals, so that Indiana continues to be a better place to work and do business for all Hoosiers including employees and employers.



Today's job market is anything but static. It is an ever-changing landscape of jobs and job titles. New technology is only going to amplify this trend. That is why Indiana is increasing its emphasis on the knowledge-based economy. Education and training level the playing field and can help improve the way we work, whether it is behind a desk, in a hospital, or on an assembly line.

Our vision at DWD is that Indiana will have the most qualified high performance workers in the nation and the most user-friendly public-private system for customers (students, workers and employers) to access the resources they need for lifelong learning and training. Indiana's economic and workforce goals are centered around three investment priorities:

1. Development of regional economies
2. Development of the existing workforce
3. Development of the future and potential workforce.

We remain dedicated to innovative programs and initiatives. The Workforce Investment Act of 1998 (WIA) offered Indiana an opportunity to refocus our system, and we seized the opportunity by implementing the law a year earlier than required.

Indiana's Workforce Investment Boards and Areas

There are 16 Workforce Investment Boards (WIBs) throughout the state responsible for establishing workforce policy and helping develop each region's economic future. These Boards are composed of approximately 1,200 volunteers statewide who are locally appointed members of the community with a private sector business majority. While WorkOne Centers help individual workers find jobs and training, the WIBs concentrate

on economic and workforce development, and strategic planning to ensure there is a qualified workforce for the future.

Regional Workforce Investment Boards represent a cross-section of the community to offer a varied perspective. What are the trends in the local industries? How are changes in technology going to affect the job market? Does the local workforce have the knowledge and skills to succeed this year, next year, and five years down the road? These are just a few of the questions WIBs address to help keep all Hoosier workers competitive and viable in the future.

DWD is continually looking for new ways to improve efficiency. The Workforce Investment Boards were established so communities could address issues specific and applicable to their region, like providing superior educational opportunities and ensuring that the regional workforce can meet the changing needs of local employers.

Indiana's 16 Workforce Service Areas (WSAs) each represented with a WIB are:

Northwest Indiana (Area 1)

The Center of Workforce Innovations (Area 2)

Northern Indiana (Area 3)

Northeast Indiana (Area 4)

Tecumseh Area Partnership (Area 5)

North Central (Area 6)

Madison-Grant (Area 7)

East Central (Area 8)

Western Indiana (Area 9)

Circle Seven (Area 10)

Marion County (Area 11)

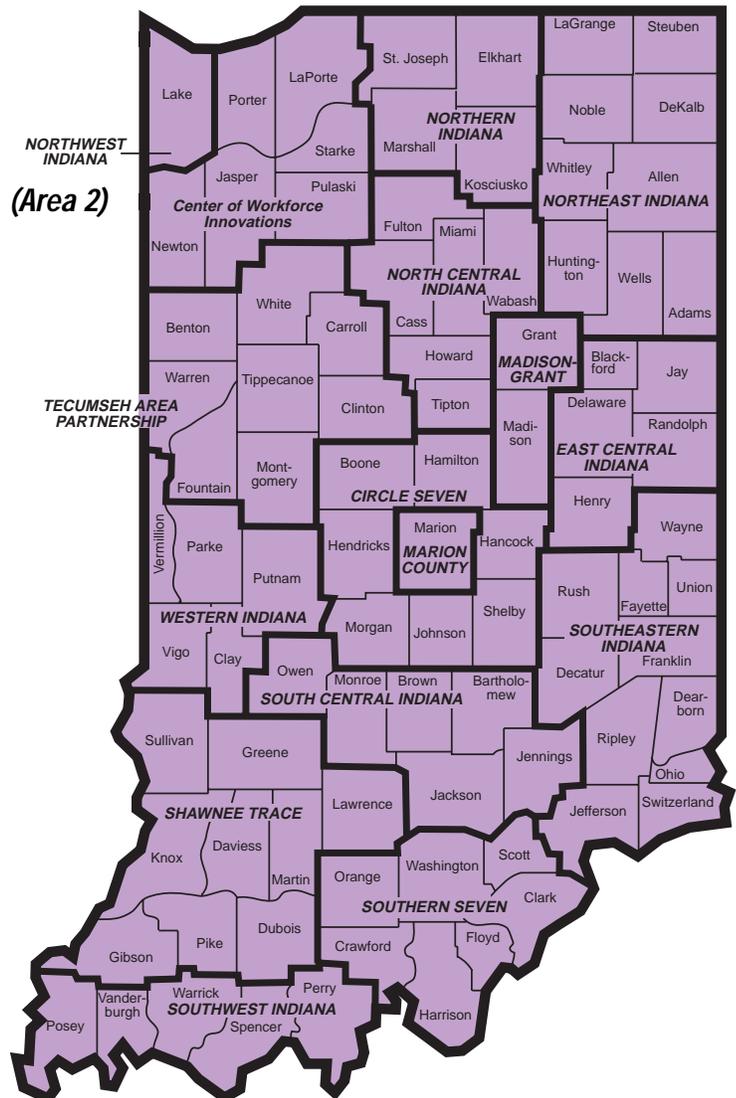
Southeastern (Area 12)

Shawnee Trace (Area 13)

South Central (Area 14)

Southwest (Area 15)

Southern Seven (Area 16)



Strategic Planning

Our Workforce Investment Boards pooled their time and resources to develop regional plans tailored to their specific workforce needs. A region's progress is determined by simple measures; an increase in earnings for workers, an increase in the number of skill credentials, and customer satisfaction. Indiana used these standards to measure performance for the One-Stop System and earned a Department of Labor incentive award.

To help the Boards identify their unique problems and develop a strategic plan, the state set aside \$75,000 for each Board in Program Year 2000 (PY'00). The Boards will receive additional strategic planning funds in the future.

Taking Workforce Investment Boards to a New Level

During PY'99, all Indiana Workforce Investment Boards were certified. This basic certification meant that the Boards were organized and were functioning according to law, regulation, and policy. Under a pilot program, the local Boards were given the opportunity to apply for Second Tier WIB Certification during PY'00. This optional certification includes a review of the WIB for continuous improvement and for the quality of their operation. The review criteria were based on Malcolm Baldrige principles and were meant to establish a framework for board excellence.

Three of Indiana's 16 Boards submitted applications for Second Tier WIB Certification. The reviews were performed by teams with representatives from the Department of Workforce Development, the U. S. Department of Labor, private sector employers, out-of-state peers, and Indiana's State WIB, the State Human Resources Investment Council (SHRIC). Each team had at least one certified Baldrige examiner. The review process consisted of individual team member reviews, a team consensus review, on site visits, and report issuance.



DWD and the three WIBs involved in this effort learned much from the Second Tier Certification process. The Second Tier Certification will be replaced in 2001 by the Department of Labor's Workforce Excellence Network (WEN) quality initiative. DWD will incorporate its experiences as we implement WEN.



Indiana's WorkOne Centers

WorkOne Centers have been designed to meet the employment, training, unemployment insurance and other needs of the community. The new name, the new logo, and the new concept bring a seamless service delivery system to customers. The Centers focus on providing a higher quality of service and exceeding established goals and standards. WorkOne Centers offer a one-on-one approach through job counseling, employability plans, short-term vocational skill development, intense job workshops, testing, and task analysis.



As of December 31, 2000, there were 26 WorkOne Centers and 41 Express Sites around the state. WorkOne Centers are operated under the guidance of local Workforce Investment Boards and in partnership with various local partners and agencies to bring more employment resources under one roof. Services are tailored to the specific needs of each community.

"CS3", the Customer Self-Service System, is the statewide computer job matching service in its third full year of operation. This electronic labor exchange helps employers find new employees, and individuals post their resumes and seek new employment. Twenty-four thousand employers and 324,000 employees tapped into this valuable and convenient resource. CS3 is available at local WorkOne Centers or via the Internet. Large companies like Daimler-Chrysler, Isuzu, and Toyota, and smaller companies like Belden Wire & Cable, Shrock Cabinet Company, and Communications Depot have used CS3. From help with interview skills, to creating an effective resume to job placement assistance and training, DWD is connecting people and helping Hoosiers get better jobs.

Regional Skills Alliance Grants

In 1999, the Department of Workforce Development (DWD) consolidated its existing worker training programs into one, now called Advance Indiana. One category of training programs under Advance Indiana is called Regional Skills Alliance (RSA) grants.

RSA grants were established using the remaining 15% of the Workforce Investment Act (WIA) set aside money. These WIA dollars fund training assistance to firms who coordinate their training activities for mutual benefit. Applications for these grants are available through Workforce Investment Boards on a competitive basis.

RSA grants must result in portable credentials. These credentials represent the proficiency of the employed worker in transferable skills in areas that are valuable to the employee for job growth and career development. Examples of portable credentials include General Equivalency Diploma (GED), an associate or college degree, apprenticeship, or journeyman status, and widely recognized industry skill certifications.

RSA Grants active during PY'00 (July 1, 2000 – June 30, 2001) include:

Indianapolis Private Industry Council
Interlocal Association
Madison-Grant
River Valley Resources
The Center of Workforce Innovations, Inc.
Workforce Development Services of Northern Indiana

In PY'00, six grants were awarded for \$1,046,251. The projected trainees were 502 and 453 persons enrolled. So far, 119 persons have completed training with 49 persons yet to enroll.

Newton County Regional Skills Alliance

The Newton County Regional Skills Alliance has made it possible for Newton county workers to receive training while working at the same time. Set up through the Indiana Department of Workforce Development and administered through The Center of Workforce Innovations, these individuals are able to take courses through Community College of Indiana, an IVY Tech-Vincennes partnership.



This program will allow workers to obtain a certificate in a year or go on to obtain an associate degree in business within two years. The accelerated pace of this program has a student completing a semester in ten weeks instead of sixteen by taking classes twice a week at night while they continue to work during the day. Another benefit to this program is that the classes are held at South Newton High School, so the students do not have to travel out of the county to attend

classes.

Another key strategy is the support of the area employers. Employers are happy to see their employees take advantage of this program. It is a benefit to both the employer and employee. The individual has gained valuable skills and the employer in turn has an employee who can bring more skills to the workplace.



Future and Potential Workforce

The youth of today will be Indiana's workforce of tomorrow. The potential workforce includes welfare recipients, incarcerated individuals, new immigrants, and individuals with disabilities. In 2000, we either developed initiatives to address the needs of these diverse segments of our population or we continued initiatives that were developed during early implementation. These included:

- Creating a Youth Development Study Committee by the state legislature.
- Collaborating with the Indiana Family and Social Services Administration (FSSA) which allocated 10 million dollars to Indiana Workforce Investment Boards to serve Temporary Assistance for Needy Families (TANF) youth.
- Developing a Work Incentive Grant to address how communities handle the employment and training needs of the disabled.
- Providing grants to WorkOne centers through a competitive process to promote improvement of services to clients. The winning proposals included projects to serve youth and those with disabilities, such as, funding a WorkOne Express site located in a high school, workshops and hands-on activities in the Information Resource Area (IRA) of a WorkOne office for junior and senior high school students, and an accessible workstation for those with disabilities located in the IRA at a WorkOne office.

Youth Development Study Committee Continues

In 1999, the Indiana General Assembly convened a two-year Youth Development Study Committee. The committee was formed in response to a growing concern in Indiana that hundreds of programs for youth are fragmented, serving overlapping populations. The Youth committee's mission is to consider the problems affecting youth, recommend solutions for the problems to state and local government officials, and promote and develop guidelines for the establishment of positive youth development practices in communities. With this in mind, the decision was made to send out a statewide questionnaire in July 2001 to find out what a broad cross-section of citizens felt were the problems affecting youth.

The purpose of the questionnaire was to gain an understanding of what Indiana citizens felt were issues, challenges and successes surrounding youth in the state and in their respective communities, and to gather material to be used in an Youth Development Forum held August 8 & 9, 2001 in Columbus, Indiana. At the forum, participants will address the issues in creative problem solving groups.

A final report with recommendations will be submitted in 2002 to the Governor and the Indiana General Assembly.

WIBs Received \$10 Million for TANF Youth

Through a partnership between the Family and Social Services Administration (FSSA) and DWD, more of Indiana's neediest youth were provided a helping hand. FSSA formula allocated \$10 million to Indiana's 16 WIBs for workforce development services designed to provide WIA services to eligible youth of welfare families, helping them move toward self-sufficiency. The funding supplemented the allocation received for youth services under the Workforce Investment Act.

FSSA formula allocated to the WIBs five million dollars in May 2000 and the additional five million in September 2000. Eligible youth were between the ages of 12 and 17, whose family incomes made them eligible for Temporary Assistance for Needy Families. The funds came from federal performance awards Indiana won for its success in reducing welfare rolls and moving more people into work. The WIBs used the funding between May 1, 2000 through September 30, 2001.

Each WIB operated customized programs that enabled youth to increase their social and behavioral skills while following these broad goals:

- Preventing teen pregnancy.
- Increasing attendance and participation in school.
- Completing a GED for those for whom school is not an option.
- Preventing or eliminating the use of illegal substances.

WIBs were also encouraged to provide the ten program elements described in the WIA legislation. The contracts with the WIBs were performance-based, thus ensuring that services were provided before payment was received.

Youth Service Provider List

As required by the WIA legislation, Indiana disseminated a list of eligible providers of youth activities on DWD's Internet web site. The youth service provider list is updated quarterly. The list contains the basic contact information on each local youth service provider, and a brief description of the program activities furnished by the provider.

This additional information encourages youth, parents, counselors, and referral agencies to pursue additional information on possible enrollment into local programs. Other local workforce areas can also use the list to expand their options in soliciting potential bidders for youth program services.



Peer to Peer Youth Symposium

The Center of Workforce Innovations, one of Indiana's Workforce Service Areas, co-sponsored a peer to peer youth symposium, called "Stepping Stones to Youth Success" with the Department of Labor's Employment and Training Administration and the Great Lakes Employment and Training Association. The symposium featured Dr. Willard Dagget and met the following objectives:

- Share innovative programs and strategies.
- Bring together workforce training providers, schools and community organizations to create a strategy to make youth successful.
- Encourage community collaborations to benefit youth.
- Support capacity building efforts for youth councils and service providers in the Great Lakes region.
- Provide networking opportunities for council members, youth providers and youth services throughout the Great Lakes region.

Lifelong Learning Institute

The Lifelong Learning Institute's (LLI) vision is that the staff of workforce investment organizations in Indiana will grow personally and professionally from participating in training opportunities and lifelong learning initiatives. The mission is to develop the skills workforce investment professionals need to meet current and future work demands.

Companies and not-for-profit organizations have a responsibility to equip their workers with the education and training necessary for both the organization and the worker to compete in the rapidly changing economy. The Lifelong Learning Institute is DWD's response to tackling this challenging responsibility. The LLI was established in February of 1998 to:

- Create a comprehensive approach to training and career development for staff of DWD and its partner organizations.
- Expand and improve services to customers of DWD and other workforce investment entities in Indiana through better-trained, more efficient, and more knowledgeable staff.





LLI Customer Service Award

The LLI won a \$25,000 National Customer Service Award from the U.S. Department of Labor in September 2000 (Building a World-Class Workforce: Professional Development and Capacity Building category).

Partnership with Indiana University's (IU) School of Continuing Studies

During PY'00, the LLI launched its partnership with Indiana University's (IU) School of Continuing Studies (SCS). IU SCS activities to date include the following:

- Developing a post-secondary consortium of all state universities and colleges. The first series of classes (Leadership Certificate) to be developed through this group will be launched fall, 2001.
- Approving 31 LLI courses for Continuing Education Units (CEUs). IU SCS began re awarding CEUs and certificates for LLI classes in July 2001. IU SCS is also granting CEUs for courses offered through IU SCS and its consortium.
- Partnering with the National Association of State Workforce Agencies (NASWA) to provide two One-Stop classes: Customer Assessment in the One-Stop System and conducting postfollow-up activities.

LLI Training Activities

The Lifelong Learning Institute highlights for PY'00 follow:

- Trained 1,771 participants, 1,346 DWD staff, and 425 non-DWD staff.
- Began training partner staff on the Customer Self-Service System (CS3).
- Developed a training partnership with Vocational Rehabilitation and DWD Counselors.
- Continued to coordinate the Go Out and Learn (GOAL) tuition assistance program for DWD staff.

Improved Service through Technology

In May 2001, Indiana implemented the Education and Training Choices (ETC) system. The Internet-based system replaces a paper/spreadsheet eligible training provider list. The new system uses an Oracle database and web technology to address the needs of four distinct user groups - the public, the Workforce Investment Boards (WIBs), the State of Indiana, and the education and training community.

ETC allows the public to access a database of training programs using geographic, training category, and name searches. The resulting matches provide detailed information on the training program and the training provider. It also allows the user to perform a side-by-side comparison of training programs, to access labor market & career information, to easily access the training provider websites, and to directly contact training providers for additional information. The public view can be accessed at http://www.ai.org/serv/dwd_etc.

The WIBs and the State have the ability to directly maintain and update data, to review and either approve or deny training programs for ETC. This new approval process is real-time and reduces the time for a training program to be approved and published from about one month to as little as a few minutes. A fourth component, not yet completed, would allow the training providers to directly enter and update information on their programs and their training organization.

Workforce Literacy Programs

The Office of Workforce Literacy was created in 1990 to inform and educate public and private sectors about workforce education. The office has progressed to providing assistance for workforce education, working in partnerships with schools, business, industry, organized labor, and other government agencies to improve the essential skills of Indiana workers. Each year money is made available through grants to educational providers to provide customized basic skills programs in small businesses. Grants are awarded on a competitive basis and average awards range from \$25,000 to \$50,000. These grants afford educational providers an opportunity to develop industry specific curriculum in the workplaces of small businesses. Preference is given to industries for which technical proficiencies have been identified by the Workforce Proficiency Panel and for which there is labor market demand.

In PY'00, the Office of Workforce Literacy approved two grants in the amount of \$70,526. The Office requires an in-kind match of at least 25% of grant awards. Last year's total in-kind match was \$79,139, which was over 112% in-kind match. Two hundred and forty-one employees from the two grant recipients participated in training including basic math, statistics, trigonometry, and machine basic operation and problem solving. Performance indicators such as decreasing scrap, turnover, increasing productivity and efficiency and QS 9000 Certification were targeted. QS 9000 Certification is a recognized quality standard for automotive sector companies.



Upon receipt of the approval, all fourteen offices immediately “took action” by planning and implementing their ideas or as one office stated “planning and implementing their dream.” Many offices were amazed that they accomplished more than what they anticipated. Through this process, collaboration between partners was enhanced.

The WorkOne offices and Express sites and projects funded were:

- WorkOne LaPorte – Electronic Brochure
- WorkOne Lafayette – Brochure/Pamphlet racks to display WorkOne partner information at each partner site, WorkOne System advertisement on exterior and interior of city buses in English and Spanish, and other advertisement initiatives
- WorkOne Anderson – Updated Information Resource Area to serve people with disabilities
- WorkOne Marion -- Brochures and promotional items with the WorkOne logo and phone number
- WorkOne Express New Castle – English as a Second Language classes provided to WorkOne partners and local governmental agencies
- WorkOne Express Terre Haute North High School – WorkOne Express office in the high school. See the specific explanation of this project below.
- WorkOne Madison – English as a Second Language to enhance the English literacy of the growing Hispanic workforce in the community
- WorkOne Richmond – Job Fair, Customer Appreciation Week, and advertisement
- WorkOne Linton – display racks and brochures used at area schools and libraries, social service directory for Greene and Sullivan counties and promotional items
- Circle 7 Workforce Service Area – professional video highlighting the comprehensive network of services available in the seven WorkOne system offices
- WorkOne Express Greensburg - English as a Second Language classes, and Information Resource Area in Decatur County
- WorkOne Bedford - Open house and marketing initiatives
- WorkOne Vincennes - Community Awareness Day, Student Awareness Day and establishment of a web site
- WorkOne New Albany - Marketing initiative.



Mini-Grant Highlight - WorkOne Express North Vigo High School

The WorkOne Express at Terre Haute North High School was funded by the mini-grant in conjunction with the local Workforce Investment Board. The Center provides career development, vocational assessment, and employment services for the total student body. Collaborating partners in the center are: Vigo County School Corporation, DWD, Western Indiana Employment and Training Services, Inc, Vocational Rehabilitation Services, Ivy Tech State College, Indiana State University, Western Indiana Community Action Agency, Terre Haute Housing Authority, Area 35 Vocational Education and West Central Indiana Economic Development District. All partner services are available at the Terre Haute North Vigo High School WorkOne Express.

To support the Center's activities, the school faculty committed over \$1,700 in school discretionary funds and provided 30 new computers next to the WorkOne Express. Classes will use these computers to learn about CS3 and conduct job searches on-line. In fact, a number of parents and students have traveled to the regional WorkOne Center to receive more information on job leads.

To date, the Western Indiana WIB, in partnership with North Vigo High School officials, has secured commitments by four major Terre Haute employers and a local union to partner directly with the school through the WorkOne Express. These employers are Columbia House, Union Hospital, Digital Audio Disc Corporation (DADC), Applied Extrusion Technologies (AET), and the Plumbers and SteamFitters Local 157.

Each business will work with school officials to determine the most effective services needed at the express site. Some innovative ideas presented include: (a) actual applications and sample employment tests for students to complete and then following-up with a human resource person from the business to critique responses; (b) tapes focused on the unique business philosophy and expectations of employees for each business; (c) business representatives assigned to specific classes for the year (i.e., a plastics technician working with a science class); (d) plant managers speaking to groups of students through the Center, and (e) tours of business locations.

Hoosiers Helped through the WorkOne System

Hoosiers are already realizing the benefits of a one-stop system with multiple partners. Following are two examples.

Jessie Adams worked for Pittco for fifteen years. Working in a factory was all she knew, having done it for 29 years. Transition Resources, the Migrant and Seasonal Farmworker partner in the WorkOne, Kokomo, helped her work on math and typing skills and researching different occupations. She decided she wanted to enter the medical field. Although she originally thought she was too old to return to school, Jessie found that she enjoyed the Qualified Medical Assistant (QMA) classes she was taking at Ivy Tech State College. She then started taking classes to obtain a degree in medical assisting. After a year, she got the courage to take the test for the Licensed Practical Nursing (LPN) program.



At age 55, Jessie completed her LPN program and passed her state Boards. She graduated with high honors and received recognition for outstanding merit and accomplishments as a student at Ivy Tech State College. She did all this while caring for her ill Mother. Jessie is working at Northwoods Village as an LPN. She found out that it is never too late to believe in yourself, especially if you receive encouragement along the way

Brian Dare lost his production position when the company he worked for announced it was closing. After receiving career counseling from the WorkOne Evansville, Brian decided he wanted to go into a field which would give him more technical and transferable skills. He chose to attend the University of Southern Indiana and major in electrical engineering.

Going back to school was a tough decision for Brian. He had a wife and three teenage children to consider. No matter how difficult things were, he remained positive and upbeat. Brian attended computer classes and weekly job club meetings before reporting to classes at the University of Southern Indiana.

Brian received a Bachelors Degree in Electrical Engineering and was immediately faced with another hard decision. He decided to accept a position in another state and relocated his family. Brian is now employed as an Applications Engineer.



Indiana's Workforce Development System's PY'00 Highlights

Conversion of Participant Management Information System (PMIS) to Workforce Investment Act (WIA)

The existing PC-based PMIS system Indiana had been using for the Job Training Partnership Act (JTPA) was modified to meet the new WIA data collection requirements. This was done in-house with existing staff and no additional resources. Conversion occurred without any disruption in service and without any additional commitment of staff or financial resources.

Dislocated Workers/Rapid Response

In Indiana, DWD has a Workforce Transition Unit, which includes rapid response activities for dislocated workers and the North American Free Trade Agreement (NAFTA) and Trade Adjustment Assistance (TAA) Act. This unit:

- Served 72% more displaced workers than the previous year.
- Served 29% more Worker Adjustment and Retraining Notification Act (WARN) closure events.
- Developed a strategic plan for Northwest Indiana steel industry dislocations.
- Posted WARN notices regularly on the Department's web page.
- Completed written notification of 3300 workers certified for TAA/NAFTA-TAA.
- Enrolled 344 trade certified workers in approved training.
- Graduated 332 TAA certified clients with a license, certificate, or degree
- Decided 24 North American Free Trade Agreement (NAFTA) – Transitional Adjustment Assistance (TAA) petitions and, 30 Trade Adjustment Assistance petitions.

Incentive Awards

New standards, adjustment options and incentive awards policies were developed for WIA, Wagner-Peyser, and our system measures. Additionally, a unique method for accommodating high wage dislocations in WIA was implemented and is considered particularly innovative.



As part of our incentive awards systems, DWD awarded \$640,000 to WIBs and state merit staff. This award was for outstanding performance on system, WIA, and Wagner-Peyser performance measures.

Also, the State of Indiana received over \$1.3 million from the U.S. Department of Labor for exceeding Program Year 1999 state performance levels for services provided to adults, dislocated workers and youth under the Workforce Investment Act of 1998. The state also exceeded goals set under the Adult Education and Family Literacy Act.

Published “Customer Service Outcomes” PY’99

Sometimes called a report card, a document was published that summarized our success in meeting DWD’s customer service goals in PY’99. This report combined DWD’s stated goals with our federally mandated goals to provide an overview of our accomplishments for the year

Welfare to Work

We facilitated the allocation of \$10 million dollars in Temporary Assistance for Needy Families (TANF) high performance bonus funds to the 16 Indiana Workforce Areas. This was possible through collaboration with the Indiana Family and Social Services Administration Division of Family and Children (FSSA-DFC.) These funds were used to serve youth whose families receive TANF.

We facilitated 15 TANF Youth and Welfare to Work Roundtables throughout Indiana in March and April 2001 bringing together staff from the Indiana Family and Social Services Administration, DWD and Workforce Investment Act staff. Over 600 local FSSA, DWD, and local Workforce Area staff participated.



Table Section
State of Indiana PY' 00

Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Surveyed	Number of Customers Eligible for The Survey
Program Participants	65	78.4	650	1003	5,638
Employers	60	67.9	740	1324	10,370

Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	76.0%	85.1%	1,249
			1,467
Employment Retention Rate	80.0%	86.7%	1,415
			1,632
Earnings Change in Six Months	\$3,500	\$3,378	\$4,783,670
			1,416
Employment and Credential Rate	40.0%	43.0%	371
			862

Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	82.8%	168	86.4%	89	77.3%	58	85.1%	57
		203		103		75		67
Employment Retention Rate	82.8%	164	91.3%	95	90.1%	64	86.1%	62
		198		104		71		72
Earnings Change in Six Months	\$3,334	\$596,846	\$4,715	\$405,467	\$3,650	\$237,270	\$1,378	\$84,063
		179		86		65		61
Employment and Credential Rate	35.9%	46	51.1%	24	41.9%	13	38.5%	10
		128		47		31		26



Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	85.4	439	85.0%	810
		514		953
Employment Retention Rate	86.7	576	86.7%	839
		664		968
Earnings Change in Six Months	\$4,377	\$2,490,367	\$2,708	\$2,293,303
		569		847

Dislocated Workers Program At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	72%	87.4%	1,113
			1,274
Employment Retention Rate	85%	93.2%	1,037
			1,113
Earnings Change in Six Months	88%	90.3%	\$11,720,873
			\$12,972,842
Employment and Credential Rate	40%	42.0%	271
			645

Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals with Disabilities		Older Individuals		Displaced Homemakers	
	Entered Employment Rate	84.8%	106	81.5%	22	75.3%	116	85.7%
		125		27		154		7
Employment Retention Rate	94.3%	100	95.5%	21	94.0%	109	100.0%	6
		106		22		116		5
Earnings Replacement Rate	91.5%	\$1,237,852	113%	\$250,082	71.7%	\$1,111,678	1166.0%	\$49,543
		\$1,352,319		\$221,187		\$1,549,507		\$4,249
Employment and Credential Rate	44.4%	24	41.7%	5	33.9%	19	50.0%	2
		54		12		56		4

Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
	Entered Employment Rate	88.8%	546	86.0%
		615		659
Employment Retention Rate	92.9%	507	93.5%	530
		546		567
Earnings Replacement Rate	94.2%	\$5,149,983	87.6%	\$6,570,890
		\$5,467,708		\$7,505,134

Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	69%
			178
Employment Retention Rate	76%	79.8%	170
			213
Earnings Change in Six Months	\$2,900	\$3,094	\$590,983
			191
Credential Rate	35%	37.4%	101
			270

Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	79.7%	59	0	0	50.0%	10	72.0%
	74		0		20		82	
Employment Retention Rate	79.8%	67	0	0	85.0%	17	74.4%	64
		84		0		20		86
Earnings Change in Six Months	\$2,337	\$191,607	0	0	\$4,202	\$79,843	\$2,351	\$197,481
		82		0		19		84
Credential Rate	38.6%	39	0	0	27.3%	9	34.2%	38
		101		0		33		111

Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	62%
Diploma or Equivalent Attainment Rate	40%	46.4%	195 420
Retention Rate	55%	65.3%	262 401

Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
	Skill Attainment Rate	69.4%	642 925	82.4%	563 683	65.6%
Diploma or Equivalent Attainment Rate	37.0%	37 100	54.4%	56 103	30.1%	40 133
Retention Rate	61.5%	67 109	54.1%	40 74	60.3%	91 151

Other Reported Information

	12 Month Employment Retention Rate		12 Month Earnings Change (adults & older youth) or 12 Month Earnings Replacement (dislocated workers)		Placements for Participants in Nontraditional Employment		Wages at Entry into Employment for those Individuals who Entered Unsubsidized Employment		Entry into Unsubsidized Employment Related to the Training Received of Those who Completed Training Services	
	Adults	79.4%	1,447 1,823	\$3,573	\$6,505,939 1,821	11.6%	190 1,632	\$3,910	\$4,351,300 1,113	64.7%
Dislocated Workers	89.3%	1,804 2,021	92.4%	\$23,196,353 \$25,093,886	12.3%	137 1,113	\$5,917	\$6,182,961 1,045	54.7%	457 836
Older Youth	84.8%	239 282	\$3,715	\$1,047,597 282	8.9%	19 213	\$2,538	\$317,256 125		

Participation Levels

	Total Participants Served	Total Exiters
Adults	5,700	2,760
Dislocated Workers	4,499	1,887
Older Youth	704	262
Younger Youth	2,763	883



Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$8,837,307
Local Dislocated Workers		\$5,943,482
Local Youth		\$7,371,168
Rapid Response (up to 15%) §134 (a) (2) (A)		\$2,631,497
Statewide Required Activities (up to 15%) §134 (a) (2) (B)		\$3,152,100
Statewide Allowable Activities §134 (a) (3)	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
	0	0
Total of All Federal Spending Listed Above		\$27,935,554



Cost of WIA Program Activities Relative to Program Outcomes

	PY'00 Exiters	PY'00 Exiters with Positive Outcomes	PY'00 Expenditures	PY'00 Cost Per Positive Outcome
Youth Program	1,144	866	\$6,898,472	\$7,966
Adult Program	2,760	2,141	\$6,969,443	\$3,255
Dislocated Worker Program	1,734	1,630	\$6,068,158	\$3,723

For youth, positive program outcomes were considered employment, skill attainment, or credential attainment. The youth expenditures divided by the number of youth exiting the program with a positive outcome was \$7,966.

While many adults and dislocated workers gained valuable skills and credentials, the calculation of cost effectiveness is based on employment. The cost of providing adult services divided by the number of adult exiters that gained employment is \$3,255. For dislocated workers the cost per entered employment is \$3,723.

When reviewing the cost effectiveness of WIA programs, consideration should be given to how participant data is collected. Many Hoosiers are receiving WIA funded services that is largely self-service. While many of these customers are assisted in gaining employment, participant information and outcomes are not collected for these clients. In this calculation, all costs are included while only a subset (from those participants that data is collected) of outcomes is used.

Performance Results

Indiana statewide performance for PY'00 reported in this report includes all required cohorts for each measure. All UI wage records were not available when the performance was computed for this report. Indiana has, however, already met 16 of the 17 federal performance criteria using available wage records. The determination whether substate areas fail, meet, or exceed performance measures will be made in February 2002 when more complete wage records are available. Since we are unable to determine final substate performance at this time, no assessment of meeting or not meeting performance is included in this report.

Summary of Local Performance

Northwest Indiana PY' 00

Local Area Name <u>Lake</u>	Total Participants Served	Adults	881
		Dislocated Workers	432
		Older Youth	86
		Younger Youth	476
ETA Assigned # 18005	Total Exiters	Adults	441
		Dislocated Workers	182
		Older Youth	50
		Younger Youth	139
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65	76.5
	Employers	60	59.1
Entered Employment Rate	Adults	76%	85.3%
	Dislocated Workers	72%	89.0%
	Older Youth	69%	78.1%
Retention Rate	Adults	80%	89.0%
	Dislocated Workers	85%	91.5%
	Older Youth	76%	77.1%
	Younger Youth	55%	59.3%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$4,565
	Dislocated Workers	88%	102.4%
	Older Youth	\$2,900	\$3,511
Credential/Diploma Rate	Adults	40%	54.7%
	Dislocated Workers	40%	68.9%
	Older Youth	35%	33.3%
	Younger Youth	40%	49.4%
Skill Attainment Rate	Younger Youth	62%	73.7%

Summary of Local Performance
Kankakee Valley PY' 00

Local Area Name <u>Kankakee Valley</u>	Total Participants Served	Adults	351
		Dislocated Workers	404
		Older Youth	47
		Younger Youth	114
ETA Assigned # 18010	Total Exiters	Adults	137
		Dislocated Workers	134
		Older Youth	17
		Younger Youth	25
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65	73.8
	Employers	60	62.7
Entered Employment Rate	Adults	76%	90.7%
	Dislocated Workers	72%	92.6%
	Older Youth	69%	68.8%
Retention Rate	Adults	80%	83.3%
	Dislocated Workers	85%	96.0%
	Older Youth	76%	71.4%
	Younger Youth	55%	81.8%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$4,762
	Dislocated Workers	88%	95.6%
	Older Youth	\$2,900	\$2,706
Credential/Diploma Rate	Adults	40%	45.5%
	Dislocated Workers	40%	63.6%
	Older Youth	35%	15.4%
	Younger Youth	40%	82.6%
Skill Attainment Rate	Younger Youth	62%	84.1%

Summary of Local Performance

Northern Indiana PY' 00

Local Area Name <u>Northern</u>	Total Participants Served	Adults	599
		Dislocated Workers	397
		Older Youth	36
		Younger Youth	126
ETA Assigned # 18090	Total Exiters	Adults	357
		Dislocated Workers	166
		Older Youth	16
		Younger Youth	51
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65	74.8
	Employers	60	52.6
Entered Employment Rate	Adults	76%	86.8%
	Dislocated Workers	72%	76.9%
	Older Youth	69%	50.0%
Retention Rate	Adults	80%	87.7%
	Dislocated Workers	85%	98.0%
	Older Youth	76%	50.0%
	Younger Youth	55%	65.3%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$3,434
	Dislocated Workers	88%	83.5%
	Older Youth	\$2,900	-\$2,256
Credential/Diploma Rate	Adults	40%	20.0%
	Dislocated Workers	40%	26.1%
	Older Youth	35%	50.0%
	Younger Youth	40%	72.3%
Skill Attainment Rate	Younger Youth	62%	21.8%

Summary of Local Performance

Northeast PY' 00

Local Area Name <u>Northeast</u>	Total Participants Served	Adults	433
		Dislocated Workers	587
		Older Youth	70
		Younger Youth	215
ETA Assigned # 18095	Total Exiters	Adults	173
		Dislocated Workers	245
		Older Youth	20
		Younger Youth	138
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65	77.5
	Employers	60	61.0
Entered Employment Rate	Adults	76%	88.7%
	Dislocated Workers	72%	92.1%
	Older Youth	69%	43.8%
Retention Rate	Adults	80%	82.6%
	Dislocated Workers	85%	94.0%
	Older Youth	76%	90.9%
	Younger Youth	55%	60.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$2,865
	Dislocated Workers	88%	88.5%
	Older Youth	\$2,900	\$856
Credential/Diploma Rate	Adults	40%	53.4%
	Dislocated Workers	40%	43.2%
	Older Youth	35%	30.0%
	Younger Youth	40%	33.3%
Skill Attainment Rate	Younger Youth	62%	94.5%

Summary of Local Performance

Tecumseh Area Partnership PY' 00

Local Area Name <u>Tecumseh</u>	Total Participants Served	Adults	112
		Dislocated Workers	77
		Older Youth	22
		Younger Youth	52
ETA Assigned # 18030	Total Exiters	Adults	51
		Dislocated Workers	36
		Older Youth	11
		Younger Youth	22
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65	72.7
	Employers	60	65.5
Entered Employment Rate	Adults	76%	81.3%
	Dislocated Workers	72%	92.6%
	Older Youth	69%	66.7%
Retention Rate	Adults	80%	84.6%
	Dislocated Workers	85%	95.2%
	Older Youth	76%	100.0%
	Younger Youth	55%	60.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$3,680
	Dislocated Workers	88%	79.5%
	Older Youth	\$2,900	\$5,678
Credential/Diploma Rate	Adults	40%	35.5%
	Dislocated Workers	40%	54.3%
	Older Youth	35%	44.4%
	Younger Youth	40%	50.0%
Skill Attainment Rate	Younger Youth	62%	66.7%

Summary of Local Performance

North Central Indiana PY' 00

Local Area Name <u>North Central</u> <u>Northwest</u>	Total Participants Served	Adults	175
		Dislocated Workers	113
		Older Youth	15
		Younger Youth	40
ETA Assigned # 18035	Total Exiters	Adults	63
		Dislocated Workers	44
		Older Youth	4
		Younger Youth	3
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65	80.4
	Employers	60	61.5
Entered Employment Rate	Adults	76%	78.3%
	Dislocated Workers	72%	95.3%
	Older Youth	69%	50.0%
Retention Rate	Adults	80%	88.5%
	Dislocated Workers	85%	82.9%
	Older Youth	76%	81.3%
	Younger Youth	55%	71.4%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$5,259
	Dislocated Workers	88%	92.1%
	Older Youth	\$2,900	\$2,443
Credential/Diploma Rate	Adults	40%	40.0%
	Dislocated Workers	40%	50.0%
	Older Youth	35%	22.7%
	Younger Youth	40%	0.0%
Skill Attainment Rate	Younger Youth	62%	100%

Summary of Local Performance

Madison-Grant PY' 00

Local Area Name <u>Madison-Grant</u>	Total Participants Served	Adults	267
		Dislocated Workers	266
		Older Youth	24
		Younger Youth	219
ETA Assigned # 18040	Total Exiters	Adults	91
		Dislocated Workers	58
		Older Youth	17
		Younger Youth	44
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65	68.2
	Employers	60	57.1
Entered Employment Rate	Adults	76%	81.8%
	Dislocated Workers	72%	100.0%
	Older Youth	69%	100.0%
Retention Rate	Adults	80%	91.7%
	Dislocated Workers	85%	100.0%
	Older Youth	76%	100.0%
	Younger Youth	55%	40.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$6,265
	Dislocated Workers	88%	180.9%
	Older Youth	\$2,900	\$10,849
Credential/Diploma Rate	Adults	40%	38.5%
	Dislocated Workers	40%	57.1%
	Older Youth	35%	66.7%
	Younger Youth	40%	2.6%
Skill Attainment Rate	Younger Youth	62%	42.9%

Summary of Local Performance

East Central Indiana PY' 00

Local Area Name <u>East Central</u>	Total Participants Served	Adults	342
		Dislocated Workers	361
		Older Youth	97
		Younger Youth	284
ETA Assigned # 18045	Total Exiters	Adults	179
		Dislocated Workers	234
		Older Youth	45
		Younger Youth	83
	Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	65	84.5
	Employers	60	62.1
Entered Employment Rate	Adults	76%	88.6%
	Dislocated Workers	72%	84.7%
	Older Youth	69%	89.7%
Retention Rate	Adults	80%	93.6%
	Dislocated Workers	85%	94.7%
	Older Youth	76%	76.3%
	Younger Youth	55%	69.2%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$4,640
	Dislocated Workers	88%	86.0%
	Older Youth	\$2,900	\$3,119
Credential/Diploma Rate	Adults	40%	41.4%
	Dislocated Workers	40%	29.5%
	Older Youth	35%	47.8%
	Younger Youth	40%	62.0%
Skill Attainment Rate	Younger Youth	62%	94.9%

Summary of Local Performance

Western Indiana PY' 00

Local Area Name <u>Western</u>	Total Participants Served	Adults	137
		Dislocated Workers	207
		Older Youth	46
		Younger Youth	106
ETA Assigned # 18050	Total Exiters	Adults	42
		Dislocated Workers	126
		Older Youth	8
		Younger Youth	17
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65	77.4
	Employers	60	61.4
Entered Employment Rate	Adults	76%	90.6%
	Dislocated Workers	72%	82.0%
	Older Youth	69%	100.0%
Retention Rate	Adults	80%	91.2%
	Dislocated Workers	85%	90.0%
	Older Youth	76%	71.4%
	Younger Youth	55%	76.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$4,822
	Dislocated Workers	88%	69.1%
	Older Youth	\$2,900	\$2,095
Credential/Diploma Rate	Adults	40%	17.6%
	Dislocated Workers	40%	16.0%
	Older Youth	35%	35.7%
	Younger Youth	40%	25.0%
Skill Attainment Rate	Younger Youth	62%	77.8%

Summary of Local Performance

Circle Seven PY' 00

Local Area Name <u>Circle Seven</u>	Total Participants Served	Adults	188
		Dislocated Workers	351
		Older Youth	14
		Younger Youth	41
ETA Assigned # 18060	Total Exiters	Adults	93
		Dislocated Workers	176
		Older Youth	1
		Younger Youth	4
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65	68.3
	Employers	60	62.2
Entered Employment Rate	Adults	76%	80.7%
	Dislocated Workers	72%	76.8%
	Older Youth	69%	100.0%
Retention Rate	Adults	80%	87.7%
	Dislocated Workers	85%	95.7%
	Older Youth	76%	75.0%
	Younger Youth	55%	55.6%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$1,708
	Dislocated Workers	88%	92.6%
	Older Youth	\$2,900	\$3,972
Credential/Diploma Rate	Adults	40%	20.8%
	Dislocated Workers	40%	25.5%
	Older Youth	35%	62.5%
	Younger Youth	40%	50.0%
Skill Attainment Rate	Younger Youth	62%	88.4%

Summary of Local Performance

Marion County PY' 00

Local Area Name <u>Marion County</u>	Total Participants Served	Adults	764
		Dislocated Workers	194
		Older Youth	123
		Younger Youth	498
ETA Assigned # 18055	Total Exiters	Adults	316
		Dislocated Workers	67
		Older Youth	34
		Younger Youth	40
	Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	65	59.8
	Employers	60	53.9
Entered Employment Rate	Adults	76%	76.4%
	Dislocated Workers	72%	85.7%
	Older Youth	69%	85.7%
Retention Rate	Adults	80%	78.3%
	Dislocated Workers	85%	81.0%
	Older Youth	76%	88.9%
	Younger Youth	55%	54.8%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$3,746
	Dislocated Workers	88%	94.4%
	Older Youth	\$2,900	\$1,881
Credential/Diploma Rate	Adults	40%	33.6%
	Dislocated Workers	40%	21.4%
	Older Youth	35%	43.5%
	Younger Youth	40%	25.6%
Skill Attainment Rate	Younger Youth	62%	41.4%

Summary of Local Performance

Southeastern Indiana PY' 00

Local Area Name <u>Southeastern</u>	Total Participants Served	Adults	291
		Dislocated Workers	69
		Older Youth	19
		Younger Youth	146
ETA Assigned # 18065	Total Exiters	Adults	134
		Dislocated Workers	41
		Older Youth	7
		Younger Youth	101
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65	73.4
	Employers	60	60.8
Entered Employment Rate	Adults	76%	88.9%
	Dislocated Workers	72%	94.9%
	Older Youth	69%	100.0%
Retention Rate	Adults	80%	89.7%
	Dislocated Workers	85%	91.9%
	Older Youth	76%	80.0%
	Younger Youth	55%	66.7%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$2,340
	Dislocated Workers	88%	81.5%
	Older Youth	\$2,900	\$5,423
Credential/Diploma Rate	Adults	40%	55.6%
	Dislocated Workers	40%	63.0%
	Older Youth	35%	60.0%
	Younger Youth	40%	55.0%
Skill Attainment Rate	Younger Youth	62%	92.8%

Summary of Local Performance

Shawnee Trace PY' 00

Local Area Name <u>Shawnee Trace</u>	Total Participants Served	Adults	313
		Dislocated Workers	112
		Older Youth	50
		Younger Youth	94
ETA Assigned # 18070	Total Exiters	Adults	187
		Dislocated Workers	42
		Older Youth	18
		Younger Youth	35
	Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	65	80.2
	Employers	60	58.8
Entered Employment Rate	Adults	76%	84.8%
	Dislocated Workers	72%	93.5%
	Older Youth	69%	78.9%
Retention Rate	Adults	80%	89.0%
	Dislocated Workers	85%	95.3%
	Older Youth	76%	82.6%
	Younger Youth	55%	82.4%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$3,332
	Dislocated Workers	88%	92.8%
	Older Youth	\$2,900	\$3,927
Credential/Diploma Rate	Adults	40%	39.8%
	Dislocated Workers	40%	36.8%
	Older Youth	35%	39.3%
	Younger Youth	40%	35.3%
Skill Attainment Rate	Younger Youth	62%	88.9%

Summary of Local Performance

South Central PY' 00

Local Area Name <u>South Central</u>	Total Participants Served	Adults	173
		Dislocated Workers	116
		Older Youth	15
		Younger Youth	44
ETA Assigned # 18070	Total Exiters	Adults	75
		Dislocated Workers	24
		Older Youth	1
		Younger Youth	15
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65	82.7
	Employers	60	54.5
Entered Employment Rate	Adults	76%	93.5%
	Dislocated Workers	72%	92.6%
	Older Youth	69%	0.0%
Retention Rate	Adults	80%	85.4%
	Dislocated Workers	85%	96.0%
	Older Youth	76%	0.0%
	Younger Youth	55%	100.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$2,931
	Dislocated Workers	88%	94.3%
	Older Youth	\$2,900	\$888
Credential/Diploma Rate	Adults	40%	58.3%
	Dislocated Workers	40%	50.0%
	Older Youth	35%	50.0%
	Younger Youth	40%	40.0%
Skill Attainment Rate	Younger Youth	62%	100.0%

Summary of Local Performance

Southwest Indiana PY' 00

Local Area Name <u>Southwest</u>	Total Participants Served	Adults	483
		Dislocated Workers	305
		Older Youth	20
		Younger Youth	151
ETA Assigned # 18085	Total Exiters	Adults	336
		Dislocated Workers	130
		Older Youth	9
		Younger Youth	68
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65	79.1
	Employers	60	47.8
Entered Employment Rate	Adults	76%	88.1%
	Dislocated Workers	72%	98.6%
	Older Youth	69%	83.3%
Retention Rate	Adults	80%	85.6%
	Dislocated Workers	85%	92.6%
	Older Youth	76%	80.0%
	Younger Youth	55%	44.4%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$1,318
	Dislocated Workers	88%	88.9%
	Older Youth	\$2,900	\$730
Credential/Diploma Rate	Adults	40%	20.0%
	Dislocated Workers	40%	34.5%
	Older Youth	35%	16.7%
	Younger Youth	40%	16.7%
Skill Attainment Rate	Younger Youth	62%	15.1%

Summary of Local Performance

Southern Seven PY' 00

Local Area Name <u>Southern Seven</u>	Total Participants Served	Adults	191
		Dislocated Workers	85
		Older Youth	12
		Younger Youth	146
ETA Assigned # 18080	Total Exiters	Adults	85
		Dislocated Workers	29
		Older Youth	4
		Younger Youth	97
		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	65	70.3
	Employers	60	59.3
Entered Employment Rate	Adults	76%	86.4%
	Dislocated Workers	72%	95.0%
	Older Youth	69%	66.7%
Retention Rate	Adults	80%	89.7%
	Dislocated Workers	85%	89.5%
	Older Youth	76%	100.0%
	Younger Youth	55%	100.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$3,344
	Dislocated Workers	88%	128.5%
	Older Youth	\$2,900	\$6,727
Credential/Diploma Rate	Adults	40%	66.7%
	Dislocated Workers	40%	58.3%
	Older Youth	35%	55.6%
	Younger Youth	40%	57.1%
Skill Attainment Rate	Younger Youth	62%	95.8%